

Date Mailed August 24, 1999

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation to Determine Industry-Wide Service Quality
Standards for Price-Regulated Telecommunications Utilities
for Year 2000 Price Regulation Filings

05-TI-248

**NOTICE OF PROCEEDING
AND
INVESTIGATION**

THIS IS A PROCEEDING TO establish industry-wide service quality standards for the year 2000 anniversary dates of each price regulated telecommunications utility pursuant to Wis. Admin. Code § PSC 163.04(2)(c)10. Wis. Stats. § 196.196(1) allows telecommunications utilities to elect to be price regulated. Wis. Admin. Code ch. PSC 163 determines the procedures for electing price regulation, establishes the mechanics of price regulation, sets reporting requirements, and creates miscellaneous provisions to make more specific the requirements of Wis. Stats. § 196.196(1).

The service quality components specified in Wis. Admin. Code § PSC 163.04(2)(c)2 include: (1) average time interval for installation; (2) annual initial trouble reports per 100 lines; (3) average time out of service; (4) percent repeat trouble reports; and (5) average employee answer time for repair calls. In the order in docket 05-TI-174, *Investigation of Telecommunications Utility Price Regulation Pursuant to §196.196(1)(g), Stats.*, the Commission added service quality components for trunk blockage and answer speed for business office calls. The methodology for computing the increase in the productivity offset for inadequate service quality for year 2000 anniversary dates was revised in the Commission's Second Final Order in docket 05-TI-157, as amended by the Commission's letter order dated June 22, 1999.

NOTICE IS GIVEN that the Commission is initiating an investigation of industry-wide quality of service standards for price regulated telecommunications utilities. The Commission plans to circulate a draft order for comment. The Commission does not intend to hold a public hearing, unless one is requested.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the case coordinator listed below.

Docket 05-TI-248

Questions regarding this matter may be directed to case coordinator Thomas J. Ferris at (608) 266-1124.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

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